

## From DSHS' ProviderOne Provider Readiness Team

Dear providers,

The ProviderOne project continues to monitor the viability of the next possible go live date – January 10, 2010. We appreciate the commitment of the provider community in working with us toward this date.

With January 10, 2010 in mind, we have updated a timeline of some key dates related to the transition you should be aware of, including the last date we can accept adjustments and claims for processing in the legacy system. These “Key Dates for Cut Over and Transition” can be read at <http://hrsa.dshs.wa.gov/ProviderOne/documentation/Cutoverdates.doc>

We have a growing body of questions and answers about ProviderOne implementation at <http://hrsa.dshs.wa.gov/providerone/Providers/Q&A/FAQs%20-%20Cutover%20and%20Implementation.htm>

### PROVIDERONE SYSTEM TRAINING AVAILABLE NOW

We are offering live system training webinars now! For a list of system courses and to sign up go to <http://hrsa.dshs.wa.gov/providerone/SystemTraining.htm>

Additional training materials and resources can be found on our training page <http://hrsa.dshs.wa.gov/providerone/Provider%20Training.htm>

### PROVIDERONE BILLING AND RESOURCE GUIDE

A ProviderOne Billing and Resource Guide is under development as well as updated billing instructions to assist you once ProviderOne is operational. You can view a draft version of the ProviderOne Billing and Resource Guide at [http://hrsa.dshs.wa.gov/download/ProviderOne\\_Billing\\_and\\_Resource\\_Guide.html](http://hrsa.dshs.wa.gov/download/ProviderOne_Billing_and_Resource_Guide.html)

### PROVIDERONE READINESS TASKS

Please remember that you should work toward completing all readiness tasks by December 23, 2009 to be ready for ProviderOne implementation as early as January 10, 2010. The required tasks depend on your billing method. A chart of readiness tasks by billing method is available at <http://hrsa.dshs.wa.gov/providerone/providers.htm>

Questions and answers are available on many topics at <http://hrsa.dshs.wa.gov/providerone/Providers/Q&A/Q&A.htm>

### PROVIDERONE RESPONSE TEAM

It's important to us that you have access to staff who can answer your questions about ProviderOne. For the quickest response, we suggest you use email when possible and include key information in the subject line.

- **Security** questions and login issues [provideronesecurity@dshs.wa.gov](mailto:provideronesecurity@dshs.wa.gov) [1-800-562-3022 select option 2,4,1]
- **Registration** process, change an NPI or Tax ID number [providerenrollment@dshs.wa.gov](mailto:providerenrollment@dshs.wa.gov) [1-800-562-3022 select option 2,4,2]
- **HIPAA EDI Gateway**, setting up SFTP, or missing/bad 997 file [1-800-562-3022 select option 2,4,3]
- **HIPAA testing** issues [hipaa-help@dshs.wa.gov](mailto:hipaa-help@dshs.wa.gov) [1-800-562-3022 select option 2,4,4]
- ProviderOne **general questions** [providerone@dshs.wa.gov](mailto:providerone@dshs.wa.gov) [1-800-562-3022 select option 2,4,wait]